email plus more

OCIO Success Factors

Executive Support | User Involvement | Experienced PM | Clear Business Objectives | Minimized Scope | Responsive Business Reqs | Standard Infrastructure | Formal Methodology | Reliable Estimates | Skilled Staff | Managed Contracts | Change Mgmt/Impl

Baseline Performance Success Factors

Scope Current Perf | Scope Confidence | Budget Current Perf | Budget Confidence | Schedule Current Performance | Schedule Confidence | Benefits Stability
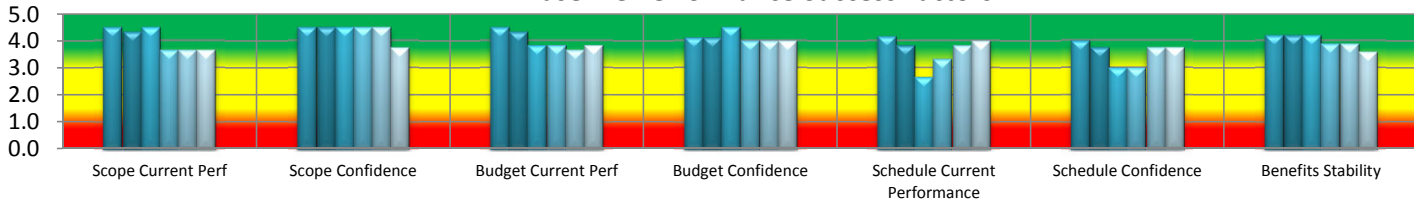
Organization Success Factors

Clear Vision & Benefits | Governance | Teamwork Culture | Capacity | Sustainability | Organizational Synergy | Flexibility | Change Management | Vendor Management
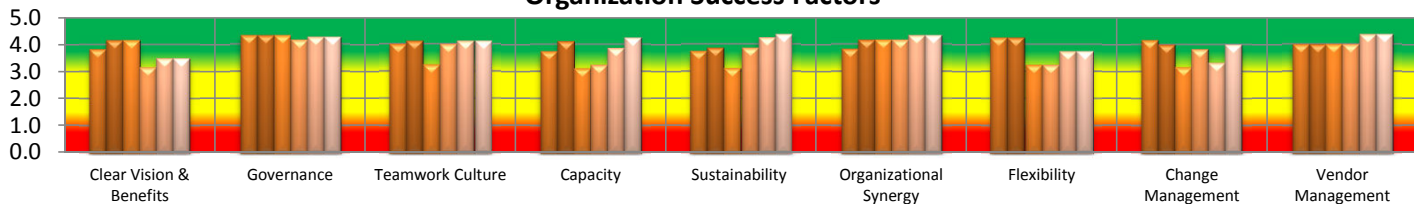
Project Execution Success Factors

Planning | Definition & Documentation | Technology | Team Skills | Project Processes | Status, Issue & Risk Awareness | Communication & Credibility | Production & Quality | Implementation

Project Risks

- Change in strategic direction
- External demands
- Cost as deterrent to participation
- Customer satisfaction
- Post-project support
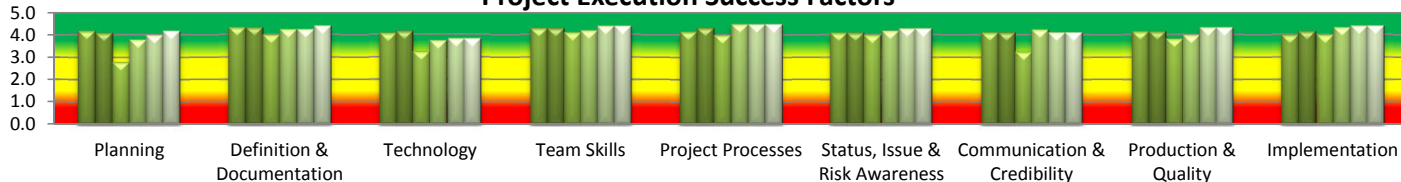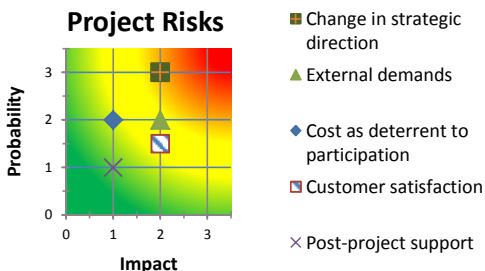
Top Issues

1) There is a shift in strategic direction related to shared services email which reduces the number of hosted mailboxes and potentially impacts the original project objectives related to cost recovery.

2) Vault migrations remain far below projected values. There are 19,228 actual vaulted mailboxes, compared to a projected total amount of 57,000 (34% complete).

QA Commentary

Work continues on the remaining aspects of the project. Mailbox migrations and Vault implementations are occurring without incident, and are a fairly stable part of the project, however, Vault implementations are falling far short of target.

ActiveSync service setup is complete and the Service Level Agreement (SLA) has been updated to include this service.

There has been a change in executive leadership at CTS. Rob St. John is stepping into the role of Director. Christy Ridout, Deputy Director of CTS and Project Sponsor, will continue to have the SSEP as a major focus of her work. The change in executive leadership is not anticipated to have a major impact on the project.

Secure email services are operational and work is underway with several early adopter agencies to configure their policies, train users and initiate service.

SMTP relay services are nearing completion. Department of Early Learning is expected to be the first production client, going live in early May. This part of the project is significantly delayed, because it has been considered a lower priority service, compared with other project demands.

The Spokane Disaster Recovery/Business Continuity site buildout is continuing, but remains significantly behind schedule. However, the existing infrastructure is operational.

Findings and Recommendations

There are no findings or recommendations for the project for this month.